

Gippsland Water – Outcomes – 2023-2028

In this document, the water business provides a summary report of its actual performance against each of its outcome commitments for the 2023-2024 reporting year. The business has given itself a “traffic light” rating (green = met target, red = not met, yellow = close or largely met) for its performance on each measure, outcome and an overall rating. The business has provided its own comments about its performance on each outcome and overall.

Summary table

Outcome	23-24	24-25	25-26	26-27	27-28	Overall for the period to date
1. Be affordable and fair						
2. Do your job well						
3. Be easy to deal with						
4. Be environmentally responsible						
5. Be involved in the community						
6. Plan for the future						

Overall, for reporting year

Business comments

Outcome 1: Be affordable and fair

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers in a hardship program with water supply restricted for non-payment	Number	Target	0	0	0	0	0	0
		Actual						
b Customers that believe we provide value for money (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	71%	71%	71%	71%	71%	71%
		Actual						
c Customers aware of the customer care support we offer (rating 'yes' in our customer satisfaction survey)	Percentage of survey respondents	Target	71%	72%	72%	72%	72%	72%
		Actual						
d Controllable operating expenditure per customer (res & non-res) connection (Jan23\$)	Dollars	Target	N/A	\$1046.43	\$1041.83	\$1044.03	\$1041.70	\$1018.88
		Actual						
e Customers notified within five business days of a detection of significantly high water use in a billing period	Percentage	Target	N/A	100%	100%	100%	100%	100%
		Actual						

How is GW tracking for outcome 1 in the regulatory period so far?

Business comment

Outcome 2: Do your job well

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Sewer spills inside a house contained within one hour	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual						
b Planned interruptions restored within advised times	Percentage	Target	98%	98%	98%	98%	98%	98%
		Actual						
c Drinking water samples not compliant with <i>E.coli</i> standards	Number	Target	0	0	0	0	0	0
		Actual						
d Average time to rectify a sewer blockage	Minutes	Target	80	80	80	80	80	80
		Actual						
e Customers that believe we keep them informed when their services are interrupted (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	N/A	Establish Baseline	Target to be set after year 1	Target to be set after year 1	Target to be set after year 1	Target to be set after year 1
		Actual						
f Number of Safe Drinking Water Act non compliances (water sampling and audit)	Number	Target	0	0	0	0	0	0
		Actual						

How is GW tracking for outcome 2 in the regulatory period so far?

Business comment

Outcome 3: Be easy to deal with

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Affected customers receive a minimum of five days notification prior to a planned interruption taking place	Percentage	Target	N/A	100%	100%	100%	100%	100%
		Actual						
b Mobile phone-registered customers notified by SMS of an unplanned service interruption >1hr (between 7:00am & 8:00pm)	Percentage	Target	N/A	95%	95%	95%	95%	95%
		Actual						
c Account enquiries resolved at first point of contact	Percentage	Target	88%	92%	92%	92%	92%	92%
		Actual						
d Customers that believe we are easy to deal with (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	92%	92%	92%	92%	92%	92%
		Actual						

How is GW tracking for outcome 3 in the regulatory period so far?

Business comment

Outcome 4: Be environmentally responsible

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Bio-solids re-use	Percentage	Target	100%	100%	100%	100%	100%	100%
		Actual						
b Emissions reduction compared to baseline of 42,021 tonnes CO ² emissions	Percentage	Target	N/A	28%	51%	72%	82%	84%
		Actual						
c Total electricity consumed originating from renewable sources	Percentage	Target	N/A	45%	75%	100%	100%	100%
		Actual						

How is GW tracking for outcome 4 in the regulatory period so far?

Business comment

Outcome 5: Be involved in the community

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who see us as a valued member of the community (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	61%	61%	61%	61%	62%	62%
		Actual						

How is GW tracking for outcome 5 in the regulatory period so far?

Business comment

Outcome 6: Plan for the future

Output	Unit		22-23	23-24	24-25	25-26	26-27	27-28
a Customers who believe we plan for the future (rating 'yes' in our annual customer satisfaction survey)	Percentage of survey respondents	Target	46%	46%	47%	48%	49%	50%
		Actual						

How is GW tracking for outcome 6 in the regulatory period so far?

Business comment